

## Asda Foundation - Concerns Policy

### Policy Statement

Asda Foundation takes concerns seriously. We aim to provide a thorough and high level of service, but sometimes we might get it wrong.

This policy provides the Asda Foundation with the opportunity to put things right for the person or organisation that has raised the concern. It is also an opportunity for us to learn and improve for the future so the repeat of incidents can be prevented.

The aim of this policy is to ensure that:

- Concerns are as easy as possible to make
- We treat all concerns seriously
- We acknowledge concerns quickly
- We update and keep you informed on the progress of your concern
- We provide feedback and any changes we have made to ensure it isn't repeated

All concerns regarding Asda Foundation activity will be managed by the Asda Foundation Management Team. No concerns will be managed at a local level by an Asda store Manager or Community Champion.

Asda Foundation is a charity and is independent from Asda Stores. Asda Foundation is unable to discuss any concerns about the Asda business. These concerns should be discussed with Asda Stores directly.

### Definition of a concern

A concern is when someone is worried or unhappy about a decision or situation or has something they would like to raise informally with the Asda Foundation.

### Concern Procedure

A concern can be raised about any aspect of the charitable work the Asda Foundation undertakes.

If you would like to raise a concern, please email the Foundation inbox [asdafoundation@asda.co.uk](mailto:asdafoundation@asda.co.uk) with 'raising a concern' in the subject line.

To help us deal with your complaint, your email should include:

- Your full name and if possible a contact telephone number
- What the concern is about, please give as much detail as possible
- Any Asda Store or Asda Foundation colleagues involved
- What you would ideally like to happen to resolve the situation
- Any suggestions you have to improve or prevent incidents in the future

This is the most effective way for us to find out exactly what has happened and to strive to resolve things quickly and simply – and hopefully to your satisfaction.

## How your concern will be dealt with

1. Your email/letter will be acknowledged within 7 days of receiving it.
2. A member of the management team will lead the investigate the matter and may contact you for further supporting information.
3. We will respond within 28 days of receiving the concern. We will inform you of any action taken. If 28 days has not allowed us to fully conclude our investigation, we will continue to keep you updated until a conclusion is reached.
4. If the person leading the investigation feels it is appropriate, a trustee will join the investigation as an independent assessor. You will be notified if this action is taken.
5. You will receive in writing the final outcome of your concern and the explanation of how we reached this decision
6. The decision made is final.
7. All concerns will be logged including outcomes and will be reported to trustees.

If your concern is regarding a specific person from Asda Foundation Team (and is not in relation to the outcome of a complaint,) please send a letter marked Private and Confidential for the attention of Asda Foundation, Asda House, Great Wilson St, Leeds LS11 5AD. Your complaint will be dealt with in the same way as above but led by the Head of Asda Foundation charity.